Our Service

THEN vs NOW
THEN

TWO STATIONS

ROCKWALL & ROYSE CITY

TWO 24s, DAY CAR, AND MEDIC 80

COUNTY POP. 35,000
• with a county population of roughly 35,000, 2 fully staffed stations were adequate to accommodate emergency calls

• initially, 2 24-hour ambulances (1 in Rockwall and 1 in Royse City), a “day car”, or daytime ambulance, and a quick-response supervisor vehicle (call sign - Medic 80)

• as population increased, so too did the number of ambulances put into service daily
THEN

<table>
<thead>
<tr>
<th>PRIORITY 1</th>
<th>7:59</th>
<th>11:59</th>
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<tbody>
<tr>
<td>PRIORITY 2</td>
<td>11:59</td>
<td>14:59</td>
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</table>
• response times (station to scene)

• priority 1 - high acuity
  • 7:59 to urban scenes, 90%
  • 11:59 to rural scenes, 90%

• priority 2 - lower acuity
  • 11:59 to urban scenes, 90%
  • 14:59 to rural scenes, 90%
THEN

EMERGENCY SERVICES CORPORATION (ESC)

Rockwall EMS Incepted

1996

2003

10 YEAR CONTRACT (5+5 Earned)

2007
Rockwall County EMS established in 1996

- born out of a desire for dedicated, local EMS

Emergency Services Corporation established in 2003

- took over for Rockwall County Commissioners Court, allowing for all Rockwall County cities to have a voice

- 10 year ESC contract began in 2007
THEN

Contract Ends
Sept 30, 2017

NOW

New Contract Begins
Oct 1, 2017
• new, more sophisticated ESC contract goes into effect October 1, 2017

• 5 year contract with 5 earned extension years available
COUNTY POP. 90,000

FOUR STATIONS

ROCKWALL, HEATH, FATE & ROYSE CITY

FOUR 24S, DAY CAR, AND MEDIC 80

NOW
• ever increasing county population

• more stations, more crews to accommodate growing demand

• stations dispersed evenly throughout county to keep wait time for medical aid to a minimum
• response times (time call received to EMS arrival)

• priority 1 - high acuity
  • 7:59 to urban and rural scenes, 90%

• priority 2 - lower acuity
  • 11:59 to urban and rural scenes, 90%
• graphic approximating station locations over rough outline of city, county areas, and zone districting
• new ESC contract allows for an Emergency Physician’s Advisory Board

• Emergency Department Physicians from all County hospitals can be involved in EMS oversight
• new contract allows for an ESC Medical Director
• appointed by and working for the ESC
First Responder Organizations (FROs) are important links in the Chain of Survival, providing Basic Life Support (BLS) until the Paramedics arrive to provide Advance Life Support (ALS).

New contract allows for more robust emergency medical training for the area First Responder Organizations including Rockwall FD, Heath DPS, McLendon-Chisholm VFD, Fate DPS and Royse City FD.
AMR PARTNERSHIP THROUGH MSA
• efficiencies and technologies gained by contracting with AMR, the nations largest EMS agency, through a Master Service Agreement (MSA)
• Rockwall County EMS dispatching performed by AMR from their Dallas-area Texas Regional Communication Center (TRCC)

• robust enough to act as the FEMA Emergency Operations Center (EOC)
LOGIS Intelligent Dispatch System

NOW
AMR dispatches using a proprietary, artificially intelligent Computer-Aided Dispatch (CAD) known as LOGIS
• billing done by AMR through the MSA

• nations largest EMS biller